



"Express Mail" Label No. EV3269360701

Date of Deposit SEP 23, 2005

PATENT

Attorney Docket No.: 020375-006600US

I hereby certify that this is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to:

Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

By: Aurora Lowell

Aurora Lowell

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

Mark Tonack

Application No.: 10/081,167

Filed: February 22, 2002

For: MAINTENANCE REQUEST  
SYSTEMS AND METHODS

Customer No.: 20350

Confirmation No. 8437

Examiner: Michael C. Maskulinski

Technology Center/Art Unit: 2113

AMENDMENT UNDER 37 CFR 1.116  
EXPEDITED PROCEDURE EXAMINING  
GROUP 2113

**Mail Stop RCE**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Please enter the following amendments and remarks as a submission under 37 C.F.R. § 1.114 as part of a Request for Continued Examination (RCE). Claims 1-32 are currently pending.

In response to the Final Office Action mailed June 23, 2005 please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Amendments to the Drawings** begin on page 8 of this paper and include an attached replacement sheet and an annotated sheet showing changes.

**Remarks/Arguments** begin on page 9 of this paper.